GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:220
ANSWERED ON:06.08.2001
NATIONAL TELEPHONE SERVICE COMMITTEE
RAVINDRA KUMAR PANDEY

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government had constituted a National Telephone Service Committee in March, 2000;

(b) if so, the functions and powers of the said Committee;

(c) whether the Government have invited some suggestions for the improvement in telephone service from all the Members of Parliament in March, 2001; and

(d) if so, the details thereof and the action taken by the Government thereon?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STA QUESTION NO. 220 FOR 6th AUGUST, 2001 REGARDING NATIONAL TELEPHONE SERVICE COMMITTEE.

(a) The National Telephone Service Committee (NTSC) was initially constituted in February, 2000 and reconstituted on 21/3/2001.

(b) The Committee can deliberate upon the following issues and submit their suggestions/recommendations on the same:-

(a) Improvement of telecom services in places of public utility especially in rural/backward and hilly areas, hospitals, highways, pilgrimage and tourist centres and places of national importance.

(b) Public telephone concept.

(c) Fault clearance, requests for new telephone connections and for shifting of telephones.

(d) Billing practice specially pertaining to disconnection/restoration of telephone for non-payment so as to improve the overall telephone billing systems in the country.

(e) Extension of amenities to subscriber, when they visit telecom premises.

(f) Courtesy to customers, when they call/contact the telephone personnel.

(g) Simplification of procedures to make them customer friendly.

(h) Accelerating the efficacy/revamping of grievances redressal machinery at all levels.

(i) Improvement of special services e.g. 197, 198 and 199 etc.

(j) Creating mass awareness about telecom services by way of dissemination of information.

(c) & (d): The then Chairman of NTSC had addressed a letter indicating the termsof reference of the committee and inviting suggestions on the same before the reconstitution of the committee on 21/3/2001.